Statement-III

New & Value Added Services Introduced during the last three years

Year	Service & its features, in brief
2003-04	**Bill Mail Service**— Mailing solution for periodic communications, like Financial Statements, Bills, Monthly Accounts Bills
	e-post—Bridging the digital divide by conneting all Indian through internet, where transmission is online and physical delivery of messages through postmen.
2004-05	**Logistics Post**—End to end solution for higher load consignments
2005-06	**Direct Post**—A cost effective Direct Marketing service for un-addressed mail designed to elicit targeted response.
	e-Payment—Online collection of payments.
	Instant Money Order (IMO)—Effective and fast online money transfer service within the country.
	National Rural Employment Guarantee scheme—Payment to beneficiaries through Post office network.

Expansion of BSNL's subscribers

1048. SHRI S.M. LALJAN BASHA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of fixed line phones under BSNL all over the country as on December 31, 2006.;

(b) the number of cellular phones under BSNL all over the country as on 31 December, 2006;

(c) whether any efforts is being made to retain, sustain and expand BSNL's base of subscribers;

(d) whether it is a fat that BSNL is not energetic enough to retain existing customers; and

(e) the steps proposed to improve BSNL functioning?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Sir, the total number of fixed line telephones of BSNL as on December 31, 2006 was 3.66 crores.

(b) The total number of cellular phones of BSNL as on December 31, 2006 was 2.36 crores.

(c) Yes, Sir.

(d) BSNL's overall subscriber base is increasing. During the current financial year *i.e.* 2006-07, BSNL has added 58.23 lakh telephone connections till 31.1.2007.

(e) BSNL is constantly taking steps to improving its functioning and improving its landline services and customer services. Some of the important steps being taken in this direction are given in the Statement.

Statement

Setps by BSNL for retaining existing customers/ improving its functioning

1. Improvements in Customers Services through customer Service Centres (CSCs):

(a) CSCs have been established at all important locations in the country with "Single Window Concept" to facilitate friendly interaction with the customers and to sort out all their telephone related problems and to meet their requirement in cordial atmosphere.

(b) Procedures for provision of customer service at the Customer Services Centers (CSCs) have been simplified drastically and the staff at the CSC itself have been authorized to issue OB/ work order for majority of the activities such as provision or of withdrawal of add-on-facilities, shift with in the same SSA etc.

The new simplified procedure is being implemented in areas where integrated software packages have been implemented. With the implementation of integrated packages in the rest of the area, the position is expected to improve progressively.

(c) Timings of opening of CSCs have been extended and now CSCs are working from 8.00 a.m. to 8.00 p.m. on all 7 days a week for all activities accept cash counters which are to be regulated as per the banking hours.

(d) Instructions have been issued to get the staff at CSC regularly trained in customer care and behavioral aspects.

(e) In order to acquaint the officers and staff with BSNL's new services, tariff plans and developmental activities, monthly meetings have been introduced at SSA level which are to be attended by all the officers and staff who are working in outdoor plants, CSCs, Commercial, Marketings and TR Cells of the SSA. The representatives of Executive Associations and Staff Unions are also invited. The meetings are held on monthly basis preferably on every 2nd Saturday.

(f) Instructions have been issued for posting the persons at the CSCs only after screening by screening committee so that the staff and officers may be able to solve the problems of the customers intelligently in a pleasing manner.

(g) Instructions have also been issued to install the cheque collection machines at places which are easily accessible to customers round the clock and seven days of the week so that the subscribers can pay the bills at any time as per their convenience.

2. Phone-on-Phone service has been introduced in areas where telephone is available 'On Demand' for providing New Telephone Connection on the basis of phone calls received from prospective subscribers wherein the subscribers desiring to have a telephone connection will call a pre-designated number and furnish the details regarding name, address & mode of payment etc. on phone. On receipt of call a person designated for the purpose will visit the premises of the subscriber along with telephone instrument and a set of telephone directory and application form. He gets

the form filled up and completes the internal and external fittings then and there. The phone is usually energized with 48 hours.

3. All phone mechanics who are posted in exchanges/RLUs/RSUs located in rural areas and out door phone mechanics in NCR towns, State capital towns and towns having competition in basic telephone service from other operators, have been provide WLL Mobile phones to enable them to attend the faults quickly.

4. Broadband facility on landline phones to reduce the rate of landline surrender.

Fab-city at Hyderabad

1049. SHRI NANDI YELLAIAH: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government of Andhra Pradesh had in November, 2005 requested the Union Government to support and promote the Feb-city at Hyderabad among international investors and also refer Sem India Inc. to Feb-city, Hyderabad;

(b) if so, the details of the quantity and nature of assistance the Central Government is going to provide for building of this Feb-city; and

(c) if not, the reasons for not providing any such assistance?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) to (c) The letter dated 26.11.2005 from the Government of Andhra Pradesh has requested to announce Hyderabad as the location of the proposed mega Feb City. There is no specific reference to SemIndia in this letter.

The Government has accorded approval to the Special Incentive Package Scheme to attract investments for setting up Semiconductor Febrication and other micro and nano technology manufacture industries in India. The incentive would be 20% of the capital expenditure if the units are set up in the special Economic Zones (SEZs). For units set up outside SEZ, the incentive would be 25% of the capital expenditure plus exemption from countervailing duty (CVD). 'Feb units' with threshold Net Present Value (NPV)investment of Rs. 2500 crore would be covered by the Special